

Claims:

1. An expandable dialing controller, said expandable dialing controller being operably connectable to an outside subscriber service and to at least one operator device so that individual telephone calls can be originated on said outside subscriber service and connected to one of said operator devices, said expandable dialing controller comprising:

a capacity expansion interface which is operably connectable to at least one additional dialing controller; and

a database interface by which said expandable dialing controller can access a central database containing telephone dialing coordinates for telephone calls to be originated by said expandable dialing controller;

wherein said expandable dialing controller can originate telephone calls to telephone dialing coordinates stored within the central database;

and wherein upon connection of said expandable dialing controller to said at least one additional dialing controller via said capacity expansion interface, the expandable dialing controller and additional dialing controllers together comprising a group of dialing controllers, all of the dialing controllers in the group of dialing controllers will share access to the central database.

2. The expandable dialing controller of Claim 1 wherein said database interface comprises a port which allows connection and access to a central database located on separate hardware.
3. The expandable dialing controller of Claim 2 wherein said separate hardware comprises a central computer operably connectable to said expandable dialing controller.

4. The expandable dialing controller of Claim 1 wherein the database interface comprises an integral connection, and the central database resides within said expandable dialing controller.
5. The expandable dialing controller of Claim 4 wherein the central database is contained on a storage medium readable by said expandable dialing controller.
6. The expandable dialing controller of Claim 1, wherein said database interface is capable of bidirectional transfer of data between said expandable dialing controller and said central database of telephone coordinates.
7. The expandable dialing controller of Claim 3, wherein said expandable dialing controller is internally connected to said central computer and said at least one additional dialing controllers are externally connected to said expandable dialing

controller through said capacity expansion interface.

8. The expandable dialing controller of claim 1, wherein said at least one additional dialing controller is operably connectable to said expandable dialing controller by a serial connection.
9. The expandable dialing controller of claim 9, wherein said serial connection is a daisy chain.
10. The expandable dialing controller of Claim 1, wherein said at least one additional dialing controller is operably connected to said expandable dialing controller by a parallel connection.
11. The expandable dialing controller of Claim 1, wherein said parallel connection is a hub.

12. The expandable dialing controller of Claim 1, wherein upon connection of said expandable dialing controller to at least one additional dialing controller via the capacity expansion interface, said dialing controllers together being a group of dialing controllers, telephone calls originated on the outside subscriber service of one of said group of dialing controllers can be connected to an operator device connected to a different one of said group of dialing controllers.

13. The expandable dialing controller of Claim 12 wherein said expandable dialing controller will seek out available outside subscriber service capacity on any of the group of dialing controllers when it is desired to originate a telephone call and the outside subscriber service of said expandable dialing controller is unavailable, and will originate the telephone call on an available subscriber service which is located on another of

said dialing controllers of the group of dialing controllers.

14. The expandable dialing controller of Claim 12 wherein said expandable dialing controller will seek out an available operator device connected to any of the group of dialing controllers when a telephone call is originated via the outside subscriber service attached to one of the dialing controllers and the operator devices attached to said one of the dialing controller are not available, and will connect said telephone call to said operator device which is located on another of said dialing controllers of the group of dialing controllers.

17. An expandable multiline dialing system comprising:

- a) a central database of prospect records, each said prospect record including telephone dialing coordinates for a telephone call to be completed;

- b) a plurality of operator devices;
- c) a first expandable dialing controller comprising a capacity expansion interface and a database interface, wherein said first expandable dialing controller is operably connected to said central database by said database interface, and is operably connected to a first outside subscriber service and to at least a first operator device; and
- d) at least one additional dialing controller which is operably connected via said capacity expansion interface to said first expandable dialing controller and is operably connected to a second outside subscriber service and to at least a second operator device;

wherein said at least one additional dialing controller will share access to the central database via said capacity expansion interface;

and wherein each dialing controller can originate telephone calls to telephone dialing coordinates stored within the central database.

18. The expandable multiline dialing system of Claim 17 wherein said database interface comprises a port, which allows connection and access to a central database located on separate hardware.
19. The expandable multiline dialing system of Claim 18 wherein said separate hardware comprises a central computer operably connected to said first expandable dialing controller.
20. The expandable multiline dialing system of Claim 17 wherein the database interface comprises an integral connection, and the central database resides within said first expandable dialing controller.

21. The expandable multiline dialing system of Claim 17 wherein said at least one additional dialing controller is a non-expandable dialing controller and comprises a database interface wherein said database interface of said non-expandable dialing controller is operably connected to the capacity expansion interface of said first expandable dialing controller and said non-expandable dialing controller will access the central database through said first expandable dialing controller.
22. The expandable multiline dialing system of Claim 17 wherein said at least one additional dialing controller is a second expandable dialing controller and comprises a capacity expansion interface and a database interface, wherein said database interface of said second expandable dialing controller is operably connected to the capacity expansion interface of said first expandable dialing controller and will access the central database through said first expandable dialing controller.

23. The expandable multiline dialing system of Claim 22 comprising a further dialing controller having a database interface operably connected to the capacity expansion interface of said second expandable dialing controller and wherein the further additional dialing controller will access the central database through said first and second expandable dialing controllers.
24. The expandable multiline dialing system of Claim 17 comprising a plurality of additional expandable dialing controllers serially connected to said first expandable dialing controller such that a database interface of each additional expandable dialing controller is operably connected to the capacity expansion interface of a preceding additional dialing controller.
25. The expandable multiline dialing system of Claim 17 wherein at least one additional dialing controllers is further directly connected to the central database.

26. The expandable multiline dialing system of Claim 17 wherein at least one additional dialing controllers is operably connected to an additional database.
27. The expandable multiline dialing system of Claim 17 wherein said database interface is capable of bidirectional transfer of data between said dialing controllers and said central database of telephone coordinates.
28. The expandable multiline dialing system of Claim 17 wherein the central database is contained on a storage medium readable by said first expandable dialing controller.
29. The expandable multiline dialing system of Claim 19, wherein said first expandable dialing controller is internally connected to said central computer and said at least one additional dialing controller is externally connected to said first expandable

dialing controller through said capacity expansion interface.

30. The expandable multiline dialing system of claim 17, wherein said at least one additional dialing controller is operably connected to said first expandable dialing controller by a serial connection.

31. The expandable multiline dialing system of claim 30, wherein said serial connection is a daisy chain.

32. The expandable multiline dialing system of Claim 17, wherein said at least one additional dialing controller is operably connected to said first expandable dialing controller by a parallel connection.

33. The expandable multiline dialing system of Claim 32, wherein said parallel connection is a hub.
34. The expandable multiline dialing system of Claim 17, wherein upon connection of said first expandable dialing controller to at least one additional dialing controller via the capacity expansion interface, said dialing controllers together being a group of dialing controllers, telephone calls originated on the outside subscriber service of one of said group of dialing controllers can be connected to an operator device connected to a different one of said group of dialing controllers.
35. The expandable multiline dialing system of Claim 34 wherein said first expandable dialing controller can seek out available outside subscriber service capacity on any of the group of dialing controllers when it is desired to originate a telephone call and the outside subscriber service of said first expandable dialing controller is unavailable, and

can originate the telephone call on an available subscriber service which is located on another of said dialing controllers of the group of dialing controllers.

36. The expandable multiline dialing system of Claim 34 wherein said first expandable dialing controller can seek out an available operator device connected to any of the group of dialing controllers when a telephone call is originated via the outside subscriber service attached to one of the dialing controllers and the operator devices attached to said one of the dialing controller are not available, and can connect said telephone call to an operator device which is located on another of said dialing controllers of the group of dialing controllers.

37. A method of dialing an outgoing call in an expandable multiline dialing system, using telephone

coordinates provided by a central database, said method comprising:

- a) providing a first expandable dialing controller operably connected to an outside subscriber service and to said central database as well as to at least one operator device;
- b) providing at least one additional dialing controller operably connected to an outside subscriber service as well as to at least one operator device and operably connected to said first expandable dialing controller;
- c) the central database providing the telephone coordinates to the first expandable dialing controller;
- d) the first expandable dialing controller originating the outgoing call using the telephone coordinates on an available

outside subscriber service located on any
of the dialing controllers; and

- e) operably connecting the outgoing call to
one of the operator devices.

38. The method of 37 wherein the outgoing call is
originated on an outside subscriber service located
on one of the dialing controllers and the outgoing
call is connected to one of the operator devices on
a different dialing controller.